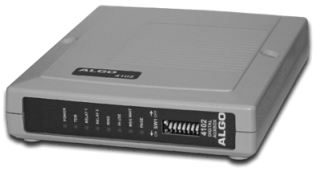
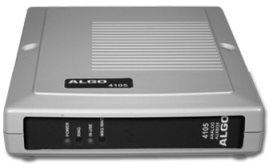
CLIENT CALL RECORDER

Installation and User Guide

for Client Call Recorder and AuxBox Hardware



4102 Digital AuxBox



4105 Analog AuxBox

5006 Centrex AuxBox

Algo Client Call Recorder Version 2.3

Document #:CCRUG-EN-E-03

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About Client Call Recorder Software

Introduction and Overview

The Algo Client Call Recorder is a powerful call recording software program designed for use with any one of Algo's AuxBox™ line of call recording hardware for Nortel TDM, Analog, and Meridian Digital Centrex (MDC) telephone technologies.

Together with an Algo AuxBox, Client Call Recorder allows you to record and log telephone calls directly onto a personal computer. The system generates digital call records that can be saved automatically or on-demand and allows you to easily recall, play back, archive, and share recorded conversations. You can also analyze and generate detailed reports of telephone activity.

System Description

A Client Call Recorder system is comprised of a call recording hardware module (an Algo "AuxBox") and the call recording software ("Client Call Recorder"). The AuxBox connects to the PC (through USB) and to the telephone line you want to record. Client Call Recorder can be installed on any PC with the following Windows operating systems: Windows 7, Vista, XP, or 2000.

AuxBox Hardware

Client Call Recorder works with any of the following Algo AuxBox hardware modules, each of which provide an interface between the recording PC and a particular type of telephone technology:

Model		Telephone Compatibility
4102	Digital AuxBox	Nortel digital telephones on a Norstar, Business Communication Manager (BCM), Meridian 1 or CS 1000 system
4105	Analog AuxBox	Analog telephones
5006	Centrex AuxBox	Meridian Digital Centrex (MDC) telephone systems

For detailed information on each AuxBox model, please refer to ("AuxBox Hardware Information" on page 36)

Optional Accessories for Visual or Audible Alerting

Each AuxBox model can be connected to a visual or audible alerter in order to signal events (or states) such Message Waiting in service provider voicemail, Ringing, extension In-Use, and Active Recording. Visual and audible alerters are available through the Algo website at www.algosolutions.com

PC Requirements

- Windows 2000, XP, Vista, Windows 7
- One USB Port
- 256 kB RAM
- 1 GB Free Hard Drive Space (Recommended)

Quick Start

Quick Install

Connect to PC

1. Turn on your PC.
2. Connect the AuxBox to your PC using the supplied USB cable.
3. If you are using a 4105 Analog AuxBox, skip to step 5.
4. Plug in the power supply.
5. The Power light on the AuxBox should turn on solid to indicate power, then start flashing to indicate successful USB communication with the PC.

Connect to Telephone Line

6. Disconnect your telephone from the existing jack and connect instead to either telephone jack on the back of the AuxBox.

> *For other installation configurations possible with your particular AuxBox model, please consult "AuxBox Hardware Information" on page 36.*

7. Using the supplied telephone cord, connect the remaining free telephone jack of the AuxBox to the telephone jack where your telephone was previously connected.
   Note: Powering down the AuxBox will not affect your telephone.

Install Client Call Recorder

8. Place the Client Call Recorder CD into your PC. If the Client Call Recorder Installation Wizard does not start automatically, double-click the CCR_Install.exe file on the CD and click Run
9. Follow the instructions provided by the Installation Wizard to complete the installation.

> *When first running Client Call Recorder, some third party firewall programs might incorrectly flag that the program wants to access the internet. If this happens, simply allow these processes. For more information, please refer to "Firewall Issues" on page 53.*

By default, Client Call Recorder saves all calls automatically and stores them indefinitely. To change these options, refer to "Save Modes" on page 5 or "Automatic Delete" on page 26.

Record and Playback Test

Now that Client Call Recorder is installed, you can try the following for a test and quick introduction to the software.

Call a Friend

1. Pick up your telephone handset and dial a friend. Notice the In-Use light on the front of the AuxBox turns on. The Power light will also start flashing which lets you know that your call is being recorded successfully. Client Call Recorder also includes a small icon in your system tray which will be flashing while recording.
2. Open the Client Call Recorder Interface. This can be done in a number of ways:
   - From the Client Call Recorder icon on the desktop
   - From the Start menu (Start>Programs>Client Call Recorder)
   - By double-clicking the flashing system tray icon (or right-clicking the icon, then choosing Open Client Call Recorder)

   The Call List View will open and you should be able to see the telephone number you dialed and the call duration of the current call.
3. Finish your conversation and hang up.
4. A new call record should now appear in the recent calls list. Double-click on this new call to play back this call record. If you cannot hear anything, check to see that your speakers or your headset are turned on.

Close the Software Interface

5. Close the Client Call Recorder Interface by clicking on the X (Windows Close button) at the top right of the window. Note that the Client Call Recorder Interface does not need to be opened in order to record your conversations. The recording system runs in the background of your PC and displays an icon in the system tray to indicate that it is active. To deactivate the recording, simply shut down the recording system from the Client Call Recorder Interface Tools menu (Tools>Recording System Commands>Shut down recording) or the system tray icon right-click menu “Shut Down Recording” option.

Save Modes

Client Call Recorder provides two different call recording save modes: Automatic Save (default setting), and Manual Save.

Automatic Save

In this mode, ALL calls are recorded and saved to the Client Call Recorder database *except* if the call set display matches any of the patterns in the Filter Calls list (see "Filter Calls" on page 28). This list may be used to ensure that certain calls (personal calls, credit card authorization machines calls, etc.) are not saved.

Protecting Call Records

In Automatic Save mode, the active call record can be protected against future automatic or accidental deletion by pressing the Save Hot Key (see "Hot Keys" on page 23)

Setting the Automatic Record Mode

1. Select Tools>Options>Recording
2. Select Automatic Save in the mode section, then click Apply.

Manual Save

In Manual Save mode, only those calls you manually select are saved into the Client Call Recorder database. You can trigger the saving of the call record at any time during a call, or before the next call is made, to store the entire call in the Client Call Recorder database. This ensures no information is lost when you decide to save a call, even if you trigger the Save Call function at the end of a call.

How Manual Save Works

In Manual Save mode, each call is recorded into a buffer (as a temporary file) and stored until a new call is initiated. This temporary file can be saved to the Client Call Recorder database (see "Activating Manual Save" below) at any time *during* the call, or *after* it is completed (but before a new call is made). Note that if there is an unsaved call in the buffer when a new call is made, this temporary call file will be deleted and a new temporary file created.

Activating Manual Save

Manual saving of a call in progress is activated by any one of the following actions:

1. Pressing a programmable "Hot Key" on your telephone (refer to "Hot Keys" on page 23)
2. Pressing a pre-programmed key on your PC Keyboard ("Keyboard Hot Key") when the Client Call Recorder Interface is active. For example, function keys F2 to F8 can be programmed to initiate recording.
3. Clicking the Save Call button in the Current call section of the Call List View.

Selecting the Manual Record Mode

1. Select Tools>Options>Recording
2. Select Manual Save in the mode section, then click Apply.

Recording Indication and Confirmation

Client Call Recorder provides several visual (flashing) indicators to confirm that call recording is active. These are:

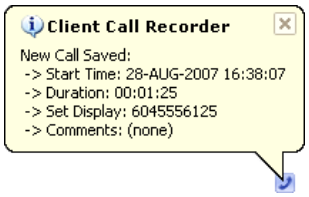
- The Power indicator light on the AuxBox
- The Client Call Recorder system tray icon
- The telephone Status icon in the Current Call section of the Call List View of the Client Call Recorder

Manual Save Mode

In Manual Save mode, recording indicators will not flash when the call is in progress *until* a Save Hot Key is pressed.

Confirmation of Completed Recording

Once a recorded call is completed, a balloon message connected to the system tray recording icon will briefly display, confirming that the call was recorded, as well as providing details of the call.



Information balloons display in Client Call Recorder by default. These can be turned off by changing the system tray icon settings (Tools>Options>System Tray Icon). Note that turning off the system tray icon will prevent the display of this confirmation message.

Software Overview

Client Call Recorder is made up of two different program components:

1. Interface program
2. Recording system

Interface Program

The Client Call Recorder Interface is the main program you, the user, will see and interact with. It is where you can set system parameters, and perform such functions as accessing, editing and emailing call record data, creating reports, and starting or stopping the Recording system. Depending on how you or your business operates, you may use the Client Call Recorder Interface constantly, occasionally, or hardly at all.

Language Selection

The Client Call Recorder Interface is available in English and French.

Language selection is made by clicking View>Language from the main menu.

Views

The Client Call Recorder Interface has three views:

Call List
(default view)

Call Statistics

Call Finder

You can move between these views by clicking the view icons located near the top right of the software screens.

Toolbars and Menus

In all three views, the Client Call Recorder Interface contains a main menu and toolbar at the top of the program window. A context (right-click) menu is also available in the Call List and Call Finder Views when a call record is selected.

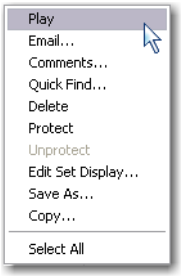
Menu Bar

Toolbar

Function buttons

View buttons

Context menus



Startup

To start the Client Call Recorder Interface, do one of the following:

- Double-click the Client Call Recorder icon on the desktop
- Choose Start>Programs>Client Call Recorder
- Double-click the system tray icon (or right-click the icon, then choose Open Client Call Recorder)

Recording System

The Recording system is the background functionality of the Client Call Recorder program. When active, it operates continuously - whether you access the Interface program or not. In the background, it performs (depending on the system settings) such actions as:

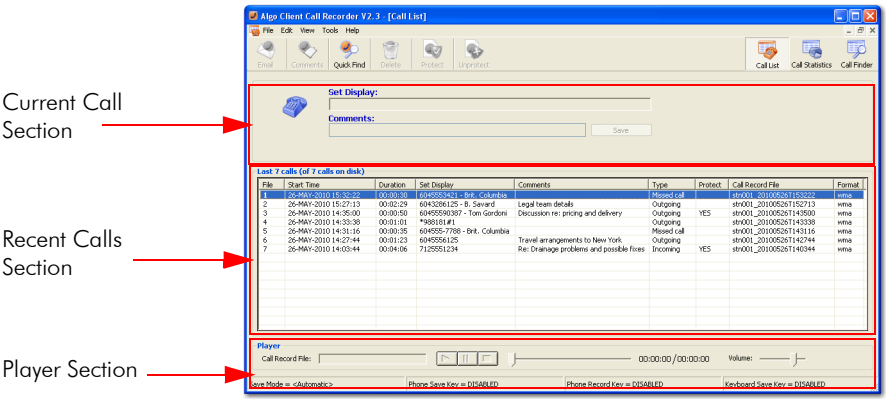
- Automatically recording and logging calls
- Receiving Phone Hot Key commands and performing associated functions (saving or protecting call records)
- Automatically filtering calls
- Logging call activity, and
- Automatically deleting calls

The Recording system can be turned on or off through the Client Call Recorder Interface (Tools>Recording System Commands) or by right-clicking the system tray icon (if enabled) and choosing *Shut down recording*.

Note that exiting the Client Call Recorder Interface does NOT shut down the recording system.

View Description

Call List View



The Call List View is the primary screen used in Client Call Recorder. The view is comprised of three main sections:

1. Current Call / Telephone Status Display
2. Recent Calls
3. Player

Current Call / Telephone Status Display Section

This section displays telephone line status as well as real-time information about any current call in progress. From here, you can perform various functions related to the current call. More specifically, this section displays:

- Telephone In-Use status (on-hook or off-hook)
- Status of telephone recording activity (the telephone icon flashes when the recording is set to be saved in the database)
- Telephone Set Display data (Caller ID or dialed number)
- Message Waiting status (an envelope icon will be displayed if new voicemails are on the system)
- Ringing status (a ringing animation will be displayed)

This section also allows you to:

- Enter and save comments while on the current call
- Toggle recording (used to save only portions of a call recording)
- In Manual Save mode, allows you to save the current call (or the last unsaved call) to the Client Call Recorder database

Recent Calls List

This section is where your most recent call records are (or will be) listed and from where you can perform various functions related to those call records.

The Recent Calls list displays all of the relevant information related to each of your call records. This includes the start time, duration, set display, user-entered comments, type of call, protection status, call record filename, and the file format (wma or wav).

Key Features

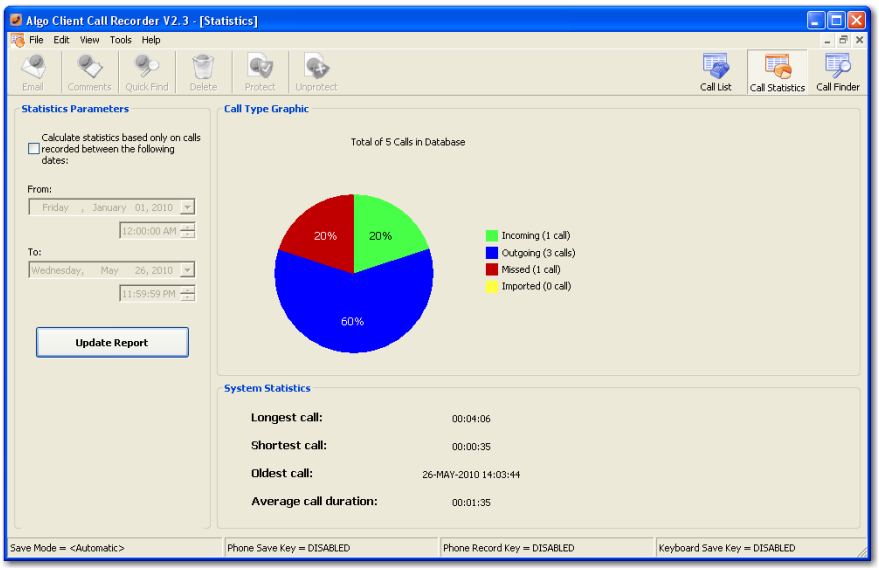
- Clicking on each column heading automatically sorts the call records. You can use this feature to easily sort or locate calls.

- Each column is resizable. Just click on the border between two column headings and drag to the desired size.
- You can display only the columns you want by right-clicking on any column heading, then selecting or deselecting the desired columns
- By selecting a call record and right-clicking, you can play or email the record, add or edit comments, edit set display text, delete the record, protect the record from automatic deletion (or unprotect it), save the record as an external file, or copy the record to another directory.
- You can access the Quick Find function (by clicking the Quick Find icon or by selecting a call record, right-clicking and choosing Quick Find) that allows you to quickly search through all calls in the Call List View. Note that for full search capabilities on all calls in the Client Call Recorder database, use the Call Finder function (see "Call Finder View" on page 14).
- Because Client Call Recorder call records are Windows files, they can be selected, copied, or dragged-and-dropped from the Call List View to different folders, back-up media, emails, or your desktop.

Player

The Player provides call record playback functionality. To use the Player, first select a call record from the list of calls, then click the play button. Once playing, you can pause or stop the playback, drag the playback slider to skip to a different section of the call, and adjust the playback volume.

Call Statistics View

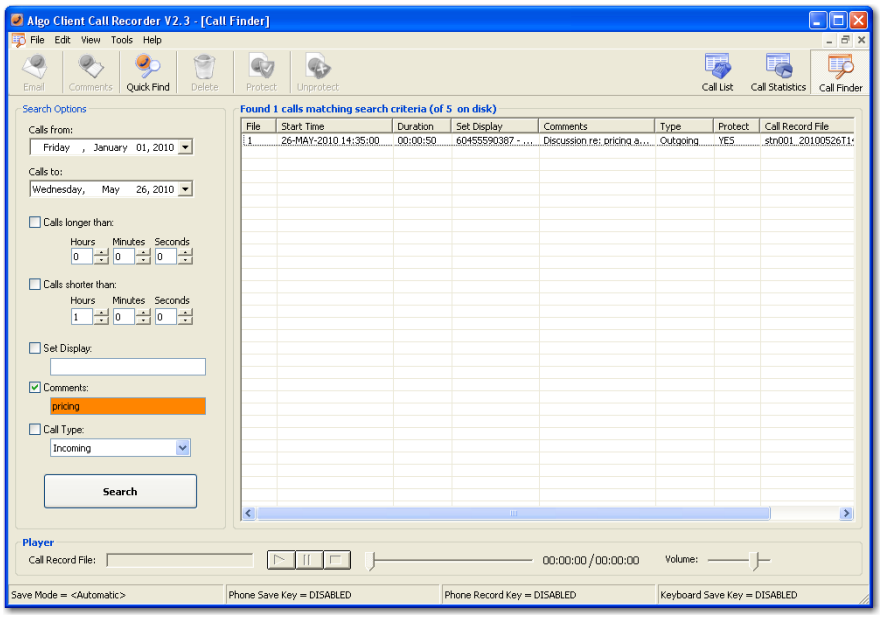


Client Call Recorder keeps track of your telephone usage and can provide some interesting and useful statistical information. These statistics can be generated from all calls in the database or based on a specified time period. To access this information, click the Call Statistics icon, or select View>Call Statistics.

Available statistical information includes:

- Number of telephone calls made outbound
- Number of telephone call received
- Number of missed telephone calls
- Number of imported calls
- Longest, shortest, and oldest call, and
- Average call duration

Call Finder View



Searching is probably one of the most powerful features of the Client Call Recorder. Clicking the Call Finder icon brings up a menu of search options that can be used, in combination, to very quickly find the exact call record you need.

Call Finder Search Options

Call records can be searched by any combination of the following:

- Date range
- Call duration
- Set Display - dialed number or Caller ID string match
- Comment text match
- Call type - inbound/outbound/missed/imported

Records that meet the search criteria will be listed in the Call Finder View. This view is similar in functionality to the Recent Calls section of the Call List View, listing all of the relevant information related to each call, and allowing you to perform various functions related to those call records (playing, emailing, protecting, etc.)

Description of Call Record Functions

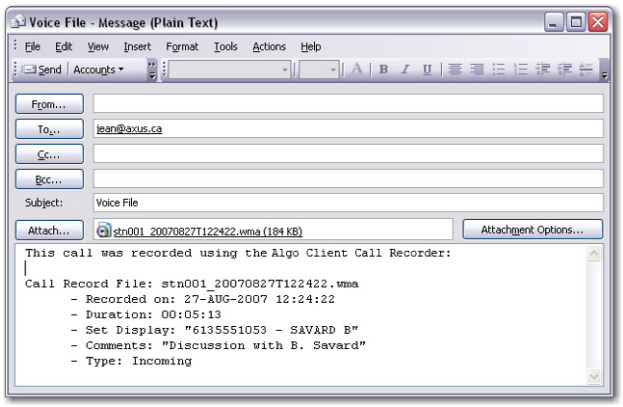
Client Call Recorder provides numerous functions for working with the call records you collect. These are:

- Email
- Comments
- Quick Find
- Delete
- Protect / Unprotect
- Edit Set Display
- Save As
- Copy

There are several ways to access these functions from either the Call List or Call Finder views:

- Select a call record, right-click your mouse, then choose from the drop-down list
- Select Edit from the main menu bar, then choose from the drop-down list (only the edit functions are available from this method)
- Use the function buttons from the main toolbar

Email



Call records may be easily emailed as attachments by simply highlighting one or more call records and choosing the Email function. Standard Windows controls work in the Call List View to select multiple call records - for example, holding the CTRL key while clicking the selected call records you wish to email.

Client Call Recorder will, by default, use Microsoft Outlook or Outlook Express to compose and send emails.

Clicking the Email icon will open your email software and automatically insert as attachments the call records you selected. In addition, the call detail and comments are inserted into the text body. Client Call Recorder will also include an "Algo Recorded" line of text. Of course we hope you will help us promote our product, but this text line may be deleted manually and set to not be displayed by unchecking the Display Recorded message checkbox in Tools>Options>Email.

Any of the automatically inserted text may, of course, be edited or deleted if you do not wish to share this information with your recipient. Keep in mind that this information is also embedded in the audio file (e.g. comment text), but will not be retrieved by Windows Media Player.

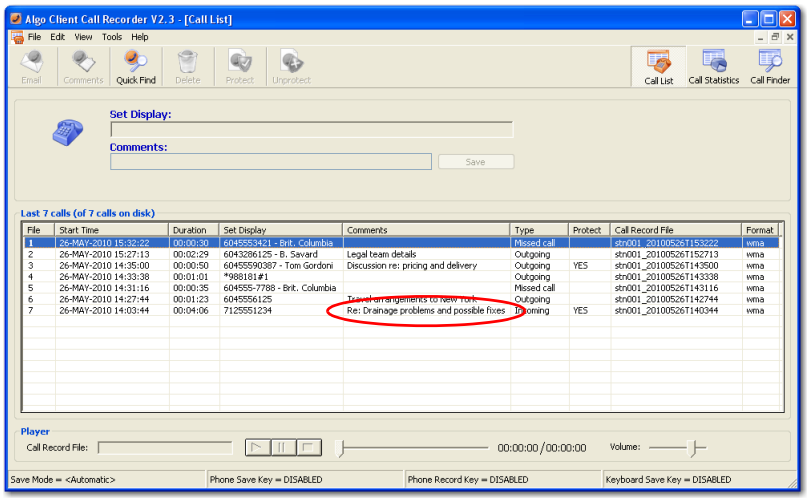
Don't forget to change the subject line of your email to something relevant to your recipient!

Add Comments

Adding comments to a call record not only helps summarize the contents of a call but also makes search and retrieval much easier at a later date.

Anytime while recording a call, comments (up to 200 characters) can be typed into the Comment bar in the Current Call section of the Call List View.

Once a call is saved, comments may be added or edited by selecting the Comments function. You can then add or edit text in the Comment text box.


Algo Client Call Recorder V2.3 - [Call List]
File Edit View Tools Help
Email Comments Quick Find Delete Protect Unprotect
Call List Call Statistics Call Finder
Set Display:
Comments:
Save
Last 7 calls (of 7 calls on disk)
File Start Time Duration Set Display Comments Type Protect Call Record File Format
1 26-MAY-2010 15:32:22 00:00:30 6045550421 - Brit. Columbia Missed call stn001_20100526T153222 wma
2 26-MAY-2010 15:27:13 00:02:29 6043286125 - B. Savard Legal team details Outgoing stn001_20100526T152713 wma
3 26-MAY-2010 14:35:00 00:00:50 6045559387 - Tom Gordoni Discussion re: pricing and delivery Outgoing YES stn001_20100526T143500 wma
4 26-MAY-2010 14:33:38 00:01:01 *988181#1 Outgoing stn001_20100526T143338 wma
5 26-MAY-2010 14:31:16 00:00:35 604555-7788 - Brit. Columbia Missed call stn001_20100526T143116 wma
6 26-MAY-2010 14:27:44 00:01:23 6045556125 Travel arrangements to New York Outgoing stn001_20100526T142744 wma
7 26-MAY-2010 14:03:44 00:04:06 7125551234 Re: Drainage problems and possible fixes Incoming YES stn001_20100526T140344 wma
Player
Call Record File:
00:00:00/00:00:00
Volume:
Save Mode = <Automatic>
Phone Save Key = DISABLED
Phone Record Key = DISABLED
Keyboard Save Key = DISABLED

Comments are embedded into call records, just like Caller ID and other data, to be retrieved by Client Call Recorder.

Quick Find

The Quick Find function allows you to search all the fields in the displayed call list in either the Call List View or Call Finder View. The function highlights any call records, from any field, that match the text entered in the Quick Find search box.

Delete

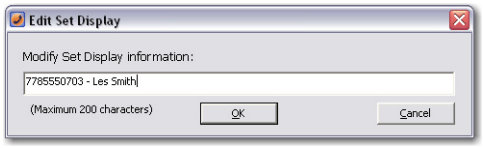
The Delete function allows you to delete one or more call records that have been selected in the Call List View. Note that the Delete function will not delete protected records. To delete a protected record, first unprotect the record, then delete it.

Protect/Unprotect

Allows you to protect a call record so that it cannot be deleted within Client Call Recorder. This feature ensures that a call record will remain in the Client Call Recorder database even if the Automatic Delete function is set. In addition, protected call records will not be counted as part of the Number of Calls limit set for the Automatic Delete function (if used). For example, if you have set the Number of Calls limit to 20 calls and have protected two calls, you will store the two protected calls plus the 20 most recent calls.

To protect a call record, select the record then choose the Protect function. To manually delete a protected call record, first unprotect it, then delete it.

Edit Set Display



Allows you to edit the automatically-generated text in a call record's set display field, up to a maximum of 200 characters.

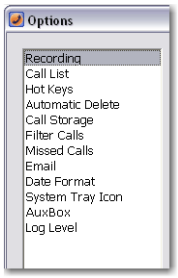
Save As

Allows you to save a call record under a different name or to a different location on your computer or storage media.

Copy

Allows you to copy selected call records to a different directory on your computer or storage media. To use this function, first select the call records of interest from the Call List or Call Finder views, choose Copy, then select the target folder to copy to.

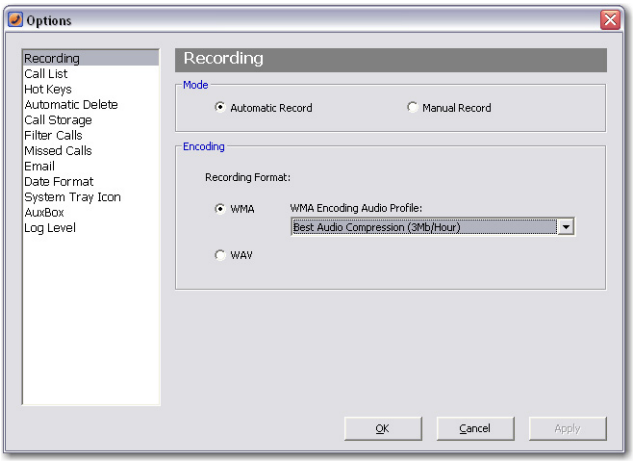
Configuring Client Call Recorder (Options Description)



Numerous configuration options for Client Call Recorder are available by accessing Tools>Options from the main menu.

The following sections describe these options:

Recording



Mode

Allows you to set Client Call Recorder's recording mode to either Automatic Save (default), or Manual Save (refer to "Save Modes" on page 5).

Encoding

This option allows you to set the encoding format used for call record file creation. You can change the audio quality of call records by selecting one of two recording formats: WMA or uncompressed WAV.

For the WMA recording format, the default encoding profile is *Best Audio Compression* which provides a good balance between audio quality and compression level. It is also the most space efficient format. The other option, *Best Audio Quality*, provides better audio quality but requires more storage disk space.

Encoding and Storage Requirements

Client Call Recorder's call record files use 3 MB, 5 MB, or 60MB of hard drive space per hour of conversation (depending on encoding format selected).

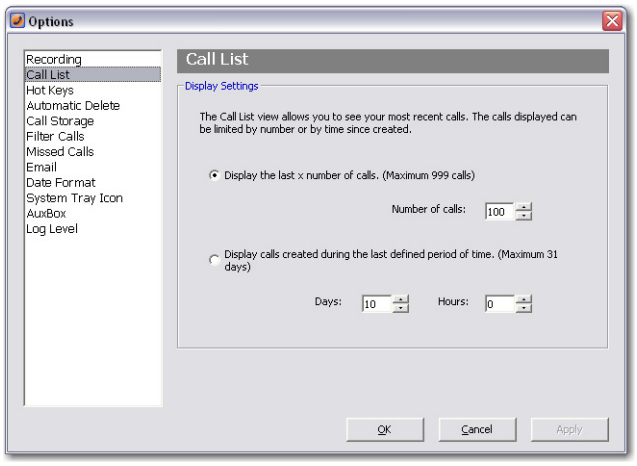
The following table summarizes how long you can record calls for based on different hard disk capacities and encoding settings:

Table 1: Recording Capacity*

Hard Drive Capacity (in GB)	WMA - Best Audio Compression	WMA Best Audio Quality	WAV - Uncompressed
	3 MB/Hour	5 MB/Hour	60 MB/Hour
1	4 months	2.5 months	6 days
5	1.5 years	1 year	1 month
10	3 years	2 years	2 months
50	15 years	10 years	10 months
100	30 years	20 years	1.5 years

*Based on 20 hours of recording per week

Call List



Display Settings

Display Settings control how many recent calls will be displayed in the Call List View's Recent Calls list. The display of calls can be limited by:

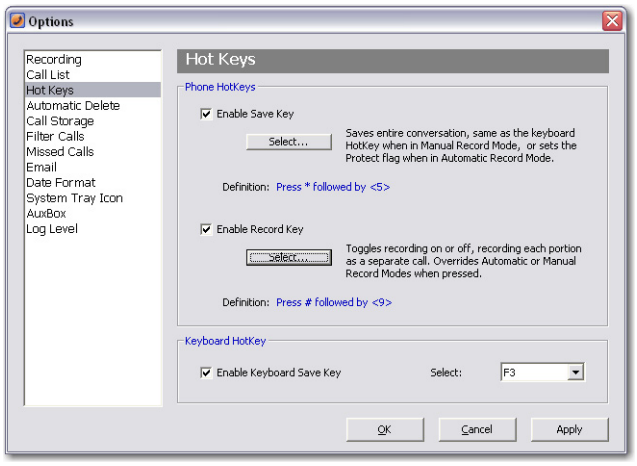
- Number of calls
- Period of time

For example, if the option for "10 days" is selected, the Call List View will only display call records from the last 10 days.

Note that the Call List View only lists recent calls and the complete list of calls in the Client Call Recorder database can still be accessed using the Call Finder.

> *To get a complete listing of all calls, use the Call Finder and enter a "blank" search with no parameters.*

Hot Keys



Hot Keys are convenient keys you can press to trigger the saving of a call record, to toggle recording on or off, or to set call record protection. There are two types of Hot Keys:

1. Save Hot Key
2. Toggle Record Hot Key

Save Hot Key

In Manual Save mode, pressing a Save Hot Key will save the entire conversation as a call record into the Client Call Recorder database.

In Automatic Save mode, where calls are already recorded and saved, pressing a Save Hot Key will instead set the Protect flag for the record.

There are four different ways to trigger the Save Hot Key:

1. Phone Save Hot Key
2. Keyboard Save Hot Key
3. Through the Client Call Recorder Interface (by clicking the Save Call button that displays when on a call in the Call List View)

Toggle Record Key

The Toggle Record Key toggles call recording on or off, recording each portion as a separate call record. This action overrides Automatic or Manual Save modes.

There are two different ways to trigger the Toggle Record Key:

1. Phone Enable Record Hot Key
2. Through the Client Call Recorder Interface (by pressing the Toggle Record button that displays when on a call in the Call List View)

Phone Hot Keys

Phone Hot Keys allow you to conveniently save or protect a call record without having to be near your PC, or requiring the Client Call Recorder Interface to be open.

If you are using either a 4102 and 5006 AuxBox, the telephone keys to be set as Phone Hot Keys should first be configured as blank keys[1] in the telephone system programming. This is necessary to ensure that the keys do not execute any commands on the telephone when used with the software.

> *If you are using a 4105 Analog AuxBox, note that Phone Hot Keys generate touch tone signals (DTMF tones) that will be heard by all parties to the call. If this is not desired, please use a different type of Hot Key (Keyboard or Client Call Recorder Interface)*

Phone Save Hot Key Setup

1. Check the Enable Save Key box
2. Click Select
3. Press a blank program key on your telephone, or, if using a 4105 Analog AuxBox, *any key* on your analog telephone
4. Client Call Recorder will confirm your selection by displaying a Definition line of text below the Select button

Using the Phone Save Hot Key

Using the Phone Save Hot Key while on a call varies slightly depending on which AuxBox model you are using:

- For 4102 or 5006 AuxBoxes: Simply press the Phone Save Hot Key you programmed above
- For 4105 Analog AuxBox: With analog telephones, you must first press the Star key (*) followed by the Phone Hot Save Key you selected previously

To disable the Phone Save Hot Key, uncheck the Enable Save Key box.

Phone Enable Record Hot Key Setup

1. Check the Enable Record Key box
2. Click Select
3. Press a blank program key on your telephone, or, if using a 4105 Analog AuxBox, any key on your analog telephone (other than the one you used for the Phone Save Hot Key)
4. Client Call Recorder will confirm your selection by displaying a Definition line of text below the Select button

Using the Phone Enable Record Hot Key

Using the Phone Enable Record Hot Key to toggle recording (while on a call) varies slightly depending on which AuxBox model you are using:

- For 4102 or 5006 AuxBoxes: Simply press the programmed Phone Enable Record Hot Key

---

1. To clear a key on a Norstar telephone, press Feature, *, 1. Then press the key you want to clear, followed by Hold. To clear or blank keys on other telephones, please refer to your telephone system documentation.

- For 4105 Analog AuxBox: With analog telephones, you must first press the Pound key (#) followed by the Phone Enable Record Hot Key you selected previously

Recording can be toggled on and off multiple times during a call.

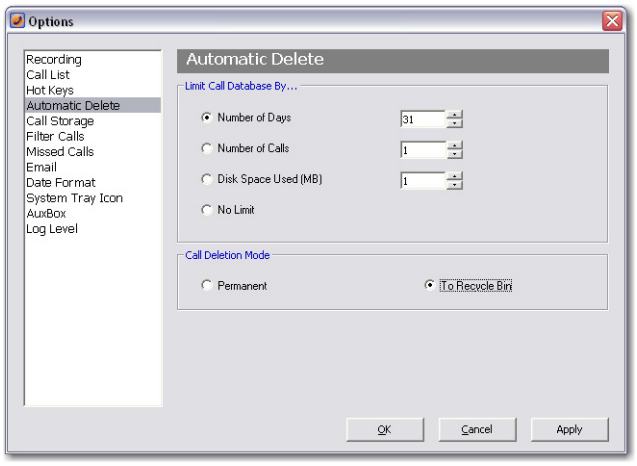
To disable the Phone Toggle Record Key, uncheck the Enable Record Key box.

Keyboard Hot Key

The Keyboard Save Key allows you to manually save or protect a call record by pressing a single function key that you have programmed. In order to use this function, the Client Call Recorder Interface must be open and be the active window.

To set the Keyboard Hot Key, make sure the Enable Keyboard Save Key checkbox is checked, then select a keyboard function key from the drop-down box. To disable this function, clear the checkbox.

Automatic Delete



To help manage call record files, Client Call Recorder includes several options to help keep storage requirements low. You can choose to automatically delete call record files based on how old they are (number of days), how many there are, or how much hard disk space (in MB) they take up. Also, using the Call Deletion mode settings, calls may be deleted permanently, or to your recycle bin.

If you choose to automatically delete records based on days, number of calls, or storage space, keep in mind that there is a risk that you could occasionally delete wanted files. Therefore, it is important to set these conditions properly. Consider the following problematic cases:

Limiting by Number of Calls

- If someone calls your number fifty times one day while you are out, it may prematurely push important records into the recycle bin.

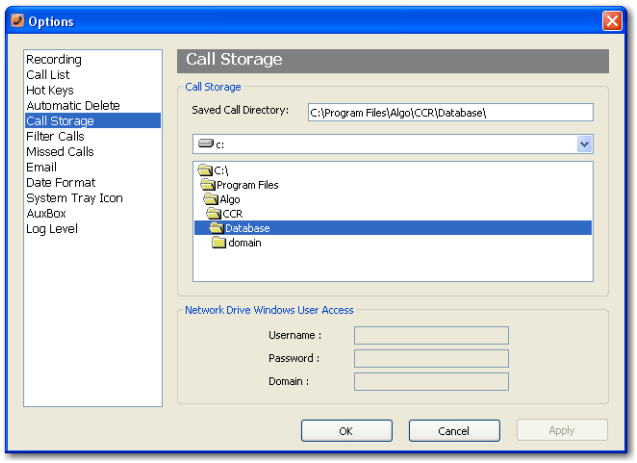
Limiting by Number of Days

- If you have a schedule disruption, like an extended business trip, some of the call records you were expecting to review upon your return may have already been deleted.

Limiting by Storage MB

- If you have one or more lengthy conversations that use up a lot of memory, it may prematurely push important records into the recycle bin.

Call Storage



Call Storage

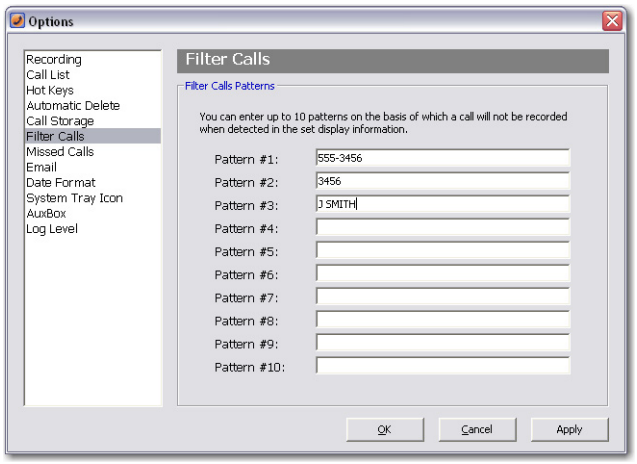
This option allows you to set or change the directory where call records are stored. The default storage directory is C:\Program Files\Algo\CCR\Data\

> *Client Call Recorder will create its database folder structure inside the selected folder for call record storage. This is done following a naming convention of year-month (i.e. ".\domain\stn001\201005\")*

Network Drive Windows User Access

In order to select a mapped drive as the root of the call storage directory, you will have to enter the Windows User Login information of the currently logged in user to allow Client Call Recorder to access it. Note: The Windows User Login must have read and write privileges to the selected mapped drive.

Filter Calls



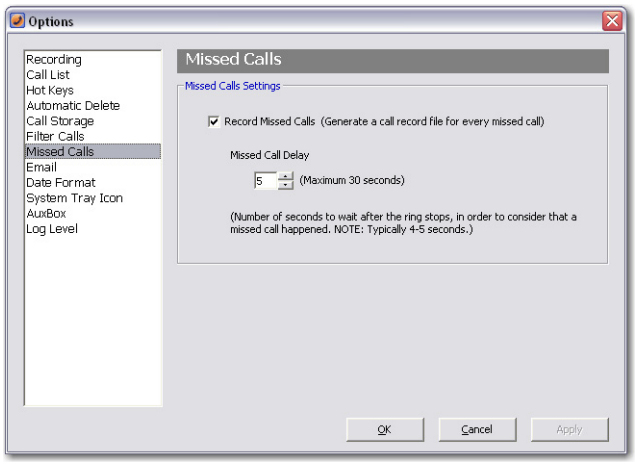
The Filter Call function may be used to avoid automatic recording of data calls such as when a modem shares the same phone line. Another typical application is to filter personal calls such as from a home telephone.

Up to ten different phone numbers (or alphanumeric patterns) can be entered into the Filter Calls list that will be used to prevent calls from being automatically saved.

This function works by searching for the pattern in the set display. Thus you can enter partial text or numbers instead of exact phone numbers or names. If there is a match, the call record is not saved. You can still manually save the file, if desired.

> *Note that Client Call Recorder will look for any match, so if you enter just "9" in the Filter Calls list, any number dialed that includes a 9 will not be recorded. Make sure you test your Filter Calls string to ensure you get the results you intend.*

Missed Calls

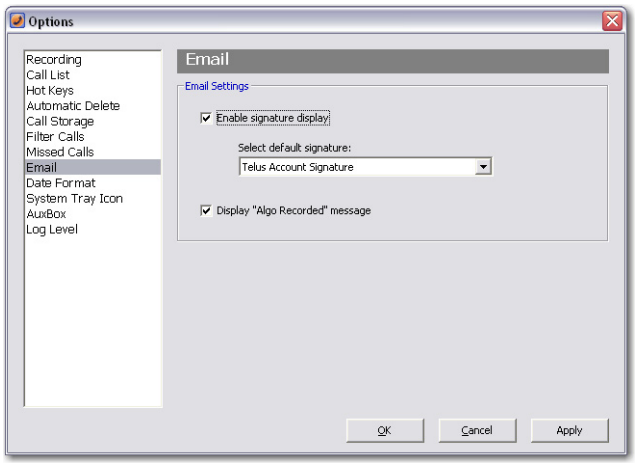


Client Call Recorder will generate a missed call record whenever the telephone rings but is not picked up. This record stores the time of the call and Caller ID information.

You can choose to have Client Call Recorder log missed calls or not. A log of missed calls can be very useful to gauge telephone activity.

The *Missed Call Delay* setting can be adjusted to match the ring cadence of the phone system used. Adjust the detection delay if missed calls are generating multiple records.

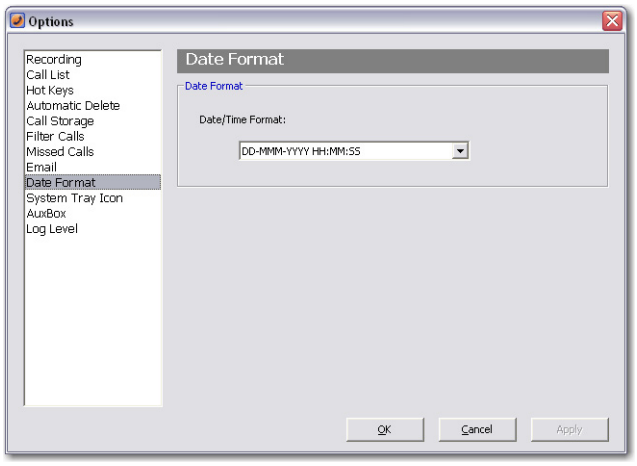
Email



Allows you to automatically include Email signature text into any emails sent from Client Call Recorder.

This option also allows you to disable the default “Algo Recorded” message displayed in the emails.

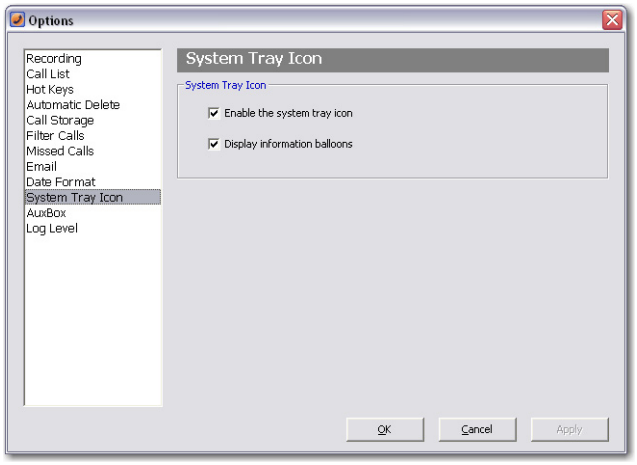
Date Format



Client Call Recorder provides several alternative time and date formats that can be displayed in the program (such as in the Call List View).

Choose the desired format from the drop-down box then click OK or Apply.

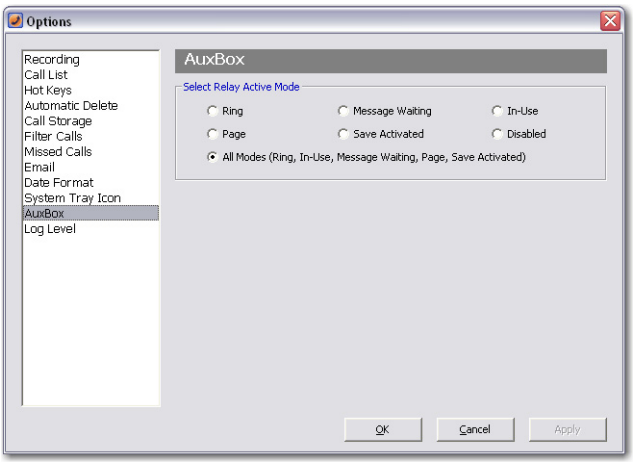
System Tray Icon



The Client Call Recorder recording icon in the Windows system tray is enabled by default. It can be hidden, if desired, by unchecking the Enable checkbox.

It is also possible to disable the system tray information balloons such as those displayed following the creation of a new call record. Note that disabling the system tray icon also disables the display of information balloons.

AuxBox Relay



Each AuxBox call recorder provides one or more dry contact output jacks designed to trigger an external alerting device in the event of one or all of the following events:

1. Ring
2. Message Waiting
3. In-Use (telephone off-hook)
4. Page
5. Save Activated (call set to be saved)

By default, the Relay Active Mode is set to All Modes. The output jack can also be deactivated by selecting the Disabled setting.

The AuxBox Relay settings screen will vary slightly depending which model of AuxBox you are using with Client Call Recorder. These differences are as follows:

- If using a 4105 Analog AuxBox, configuration options for a single relay will be displayed.
- If a 4102 Digital AuxBox or 5006 Centrex AuxBox is connected, configuration settings for two relays will be provided.
- The 4102 allows you to select its “Far End” audio level, to record both ends of a conversation, or only the receiving end, and to set the speech decoding format (uLaw for North America, aLaw for Europe)
- Since the message waiting feature can be configured on any key on a Centrex telephone, the 5006 Centrex AuxBox needs its message waiting key to be programmed by the software in order to recognize it. Click on “Select Msg Wait Key. . .”, then push your message wait key on your Centrex telephone.

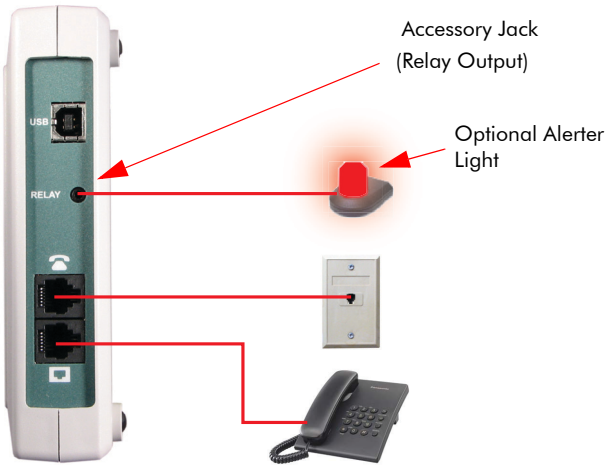
If you are using a 4102 Digital AuxBox, please note that software control of the output relays requires front panel switches 2, 3 & 4 be set in the default OFF position.

Alerter Compatibility

A recommended visual alerter device is the Algo 1127 Visual Alerter[1]. However, any device that can be triggered from a dry contact output will work.

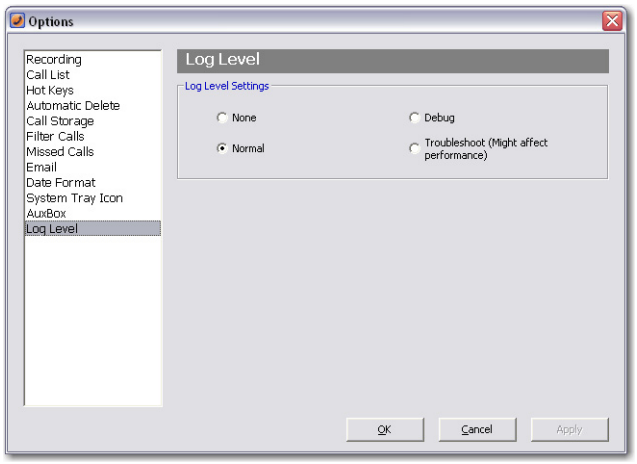
External visual alerters are valuable tools for remotely telling when your telephone is ringing (such as in a busy office) or to quickly see if there are messages waiting while working away from your desk.

Typical Alerter Diagram



1. For complete information on the Algo 1127 Visual Alerter, please refer to www.algosolutions.com/1127

Log Level

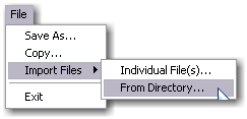


Sets the level of detail of software activity logs generated by the Client Call Recorder. The Normal setting is the default for regular system operation.

Note: Debug and Troubleshoot settings should only be used on the advice of Algo technical support personnel.

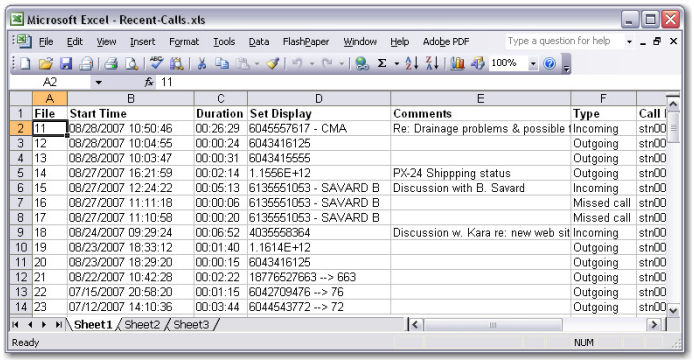
Import/Export Data

Import Call Records



Client Call Recorder allows you to import call records (.wma or .wav audio files) into the Client Call Recorder database. Individual call records or entire directories of files can be imported through the menu option File>Import Files.

Export Data to Excel



File	Start Time	Duration	Set Display	Comments	Type	Call
11	08/28/2007 10:50:46	00:26:29	6045557617 - CMA	Re: Drainage problems & possible	Incoming	stn00
12	08/28/2007 10:04:55	00:00:24	6043416125		Outgoing	stn00
13	08/28/2007 10:03:47	00:00:31	6043415555		Outgoing	stn00
14	08/27/2007 16:21:59	00:02:14	1.1556E+12	PX-24 Shippping status	Outgoing	stn00
15	08/27/2007 12:24:22	00:05:13	6135551053 - SAVARD B	Discussion with B. Savard	Incoming	stn00
16	08/27/2007 11:11:18	00:00:06	6135551053 - SAVARD B		Missed call	stn00
17	08/27/2007 11:10:58	00:00:20	6135551053 - SAVARD B		Missed call	stn00
18	08/24/2007 09:29:24	00:06:52	4035558364	Discussion w. Kara re: new web sit	Incoming	stn00
19	08/23/2007 18:33:12	00:01:40	1.1614E+12		Outgoing	stn00
20	08/23/2007 18:29:20	00:00:15	6043416125		Outgoing	stn00
21	08/22/2007 10:42:28	00:02:22	18776527663 --> 663		Outgoing	stn00
22	07/15/2007 20:58:20	00:01:15	6042709476 --> 76		Outgoing	stn00
23	07/12/2007 14:10:36	00:03:44	6044543772 --> 72		Outgoing	stn00

Client Call Recorder includes an Excel Export function (Tools> Export data to Excel) that allows you to produce formatted reports in Microsoft Excel® based on data in an active Call List, Call Statistics, or Call Finder View.

As an example, you could generate a call statistics report of weekly call data, then export the data to Excel for formatting and printing.

Another example is to create a Call Finder window displaying all business calls related to a certain client during the last month. This report could then be exported to Excel and used to support invoicing or client communications.

Maintenance Tools

Client Call Recorder includes a number of tools designed to keep your software and hardware working properly.

Hardware Maintenance

AuxBox call recorders have been designed to allow upgrades to the AuxBox firmware as well as reprogramming of an AuxBox serial number.

This function can be accessed by selecting Tools>Hardware Maintenance. Note that Client Call Recorder's recording system will need to be temporarily shut down while this maintenance is performed.

To upgrade the AuxBox firmware to the latest firmware release, you can visit the Algo website (www.algosolutions.com) and download the latest firmware file. Information on how to proceed with the upgrade is provided on the download page. You may also contact Algo technical support to get help.

Reprogramming an AuxBox serial number is typically not required. However, in some applications, such as when recording from an M2250 Console telephone, it is necessary. Refer to "M2250 Console Setup" on page 41 for more information.

Repair Database

Client Call Recorder includes a database maintenance function that allows reconstruction of the Call Record database if some records have become corrupted, or been manually added or deleted from outside of the Client Call Recorder.

To repair the database, choose Tools>Repair Database, then select one or more monthly folders of call data. Each folder is identified by the year-month format of yyyymm. For example, to repair the database holding calls for May 2010, select the 201005 folder.

Once activated, this feature reads all the call record files in the selected directories to rebuild the call database used for searches and displays.

Send Logs

This option is used to gather all the Client Call Recorder logs and settings and zip them into a file that can be sent easily to Algo support for troubleshooting purposes.

Note: Debug and Troubleshoot settings should only be used on the advice of Algo technical support personnel.

AuxBox Hardware Information

4102 Digital AuxBox

The 4102 Digital AuxBox monitors the activity of your digital Norstar, BCM, Meridian 1, or CS 1000 system telephone including the voice channel. This information is sent to a PC using a USB (Universal Serial Bus) connection. The Algo recording software allows you to record, playback, and email telephone conversations (with call display information) using the hard drive of your PC or server.

The 4102 Digital AuxBox also provides an analog output that allows recording with a separate audio recorder or PC sound card, as well as interfacing to a paging system. In addition, the unit provides relay outputs to indicate ringing, in-use, message waiting, and other events. These relay outputs may be used for audible and visual alerting or activation of analog recording equipment.

Package Contents

- 4102 Digital AuxBox
- User Guide (this guide)
- Client Call Recorder Software CD
- Telephone line cord
- USB cable
- Relay Cord
- Power Supply

Installation

1. Disconnect your telephone line cord from the wall jack and connect to either one of the RJ12 telephone jacks on the 4102 Digital AuxBox. Using the supplied telephone line cord, connect the second RJ12 telephone jack on the AuxBox to your telephone wall jack.
2. Ensure that your digital telephone is operational. This may take a few minutes depending on your telephone system.
   OR -
   The 4102 may be installed in a bridging configuration using either RJ12 jack. Maximum recommended cord length is 15 feet.

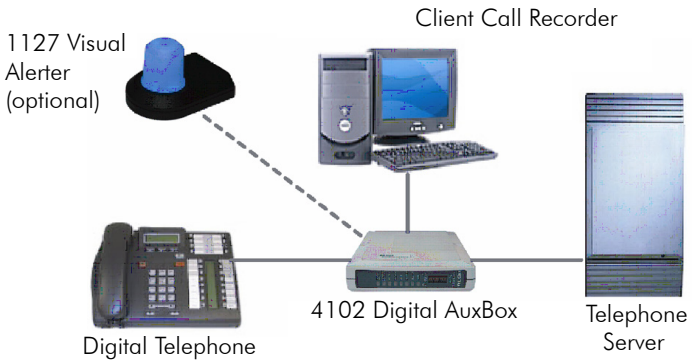
Connecting to your PC USB Port

3. Connect the USB cable to your PC and to the 4102 Digital AuxBox.
4. Plug in the power supply.
5. The first time you connect the 4102 Digital AuxBox, Windows should advise “New hardware Found” and proceed to load the necessary drivers. Windows should install up to 3 sets of drivers. USB Composite Device, USB Audio Device, and Human Interface Device (HID).
6. For each, select the recommended driver by clicking the Next and Finish buttons as appropriate. You may be prompted for your Windows CD during this process. Note that on many computers these files are also stored in C:\WINDOWS\OPTIONS\CABS. Ask your System Administrator if you have any difficulties.
7. The lights on the front panel indicate whether the hardware installation was successful. The Power light will be winking to indicate communication with the PC USB port. The TDM light will be winking twice for

Norstar / BCM, once for Meridian 1 or CS 1000. Allow approximately 8 seconds for this to begin.

8. Lift the telephone handset (or go off-hook with the speakerphone or headset) to turn on the In-Use light on the front panel of the 4102 Digital AuxBox. This indicates that the unit is working properly.

Connection Diagram



Hardware Description

Front Panel Lights

Power - Winking indicates USB connection; On solid indicates device is powered but no USB activity has been detected.

TDM - Winking indicates connection to Meridian M1/ CS 1000; Winking twice indicates connection to BCM/ Norstar

Relay 1 / **Relay 2** - Activated when light is on

Ring - Ring has been detected on telephone when light is on

In-Use - Phone is in-use (on handset, headset, or hands-free) when light is on

Msg Wait - Message Waiting has been detected on telephone when light is on

Page - Voice call or page is in progress when light in on

SW1 - Refer to "Switch Settings" on page 39

Back Panel

USB - Connect to USB port of PC; Provides connectivity to Algo Recording Software

Power - (24Vdc 0.2A) - Connect power adapter supplied with the unit

Relay 1 / **Relay 2** - 2.5mm mono jack supplying dry contact closure outputs

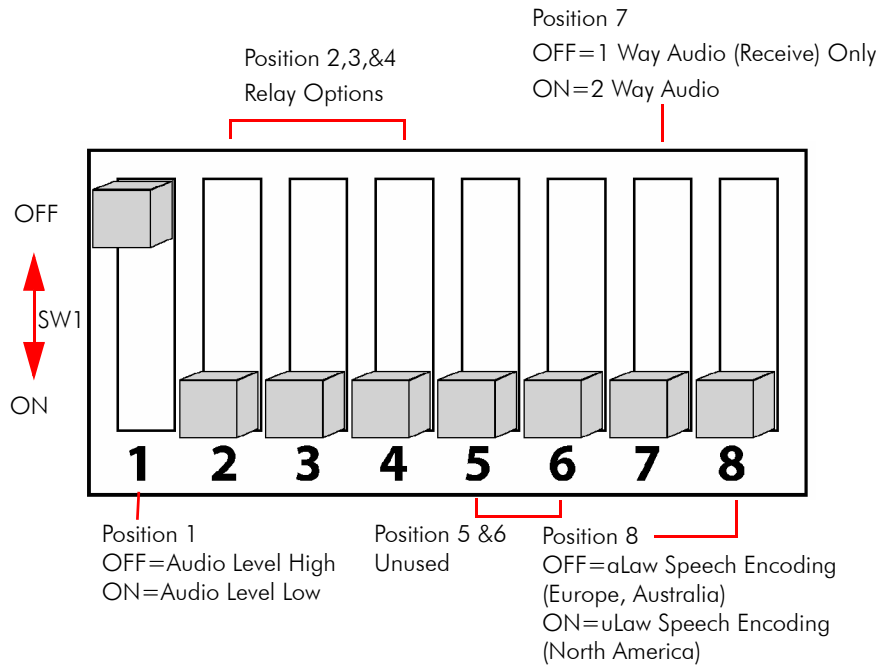
Audio - 3.5 mono jack providing analog audio output

RJ12 Jacks - Connect digital telephone in series using line in/line out configuration OR connect either jack to wire pair carrying digital signal

Switch Settings

Eight option switches are accessible through the front panel of the 4102. These switches allow the user to configure the unit's operation to match the desired application.

Switch#	Description
1	Audio Level Switch. Set the switch to the OFF (UP) position for nominal -12dBm audio level. Set the switch to the ON (DOWN) position for nominal 0dBm audio level.
2	Can be used to override software control in setting Relay Options for external alerting equipment (refer to "Setting Relay Options" on page 40)
3	
4	
5	Unused
6	
7	Set the switch to the OFF (UP) position for recording 1-way audio (receive only) or to the ON (DOWN) position for normal 2-way audio (default position).
8	Speech encoding setting. Set the switch to the ON (DOWN) position for North American telephone applications or to the OFF (UP) position for Europe and Australia. Incorrect settings can result in garbled audio.



Setting Relay Options

Relay Options

The 4102 Digital AuxBox is equipped with two relays that provide dry contact outputs to interface with external devices, such as Algo's Visual and Audible Alerters. The default setting of the 4102 sets the functionality of these relays to be controlled through the Client Call Recorder software (refer to "AuxBox Relay" on page 31). However, software control can be overridden by configuring Option Switches 2 to 4, as illustrated below:

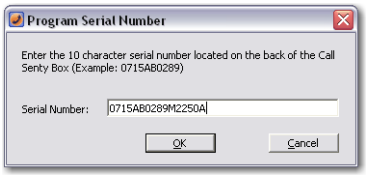
Switch Settings	Relay 1	Relay 2
	Ring	In-Use
	Ring	Page
	Ring	Message Waiting
	In-Use	Page
	In-Use	Message Waiting
	Page	Message Waiting
	In-Use	In-Use
	Relay settings controlled by Client Call Recorder Software. This is the default setting.	

M2250 Console Setup

The M2250 Attendant Console connects to the phone system via a pair of TN links. As a result, *two* Algo 4102 Digital AuxBoxes are required to capture both call audio and Caller ID information from a M2250 console. (If Caller ID is *not* required, then only one AuxBox is necessary). Special configuration of the serial numbers on these two AuxBoxes is required for Client Call Recorder to recognize the dual recorder. Please consult the Algo Application Note 0304 (http://www.algosolutions.com/pdf/AN-0304.pdf) for wiring details.

To configure the 4102 Digital AuxBox serial numbers:

1. Ensure both AuxBoxes are connected to the PC
2. Make note of each AuxBox serial number and to which channel you have it connected: TN1 (data/audio channel) or TN2 (the LCD/Caller ID channel). The serial number is listed on a label on the bottom of each AuxBox.
3. Choose Tools>Hardware Maintenance
4. Select Yes to temporarily shut down recording
5. Select the AuxBox connected to the TN1 channel (the "Primary AuxBox") and click Program Serial Number
6. Enter the serial number you noted earlier and add the suffix "M2250A" to it. For example:


Program Serial Number
Enter the 10 character serial number located on the back of the Call Sentry Box (Example: 0715AB0289)
Serial Number:
0715AB0289M2250A
OK
Cancel

7. Press OK to return to the Hardware Maintenance window.
8. Select the AuxBox connected to the TN2 channel (the "Secondary AuxBox")
9. Program the Secondary Auxbox to the *same serial number* as the Primary AuxBox but, instead of having "M2250A" at the end, type in "M2250B".
10. Press OK, then Exit to close the Hardware Maintenance window.

4102 Specifications

General

Dimensions	12 x 9.7 x 2.7cm (4.7 x 3.8 x 1.1")
Weight	120g (4.2 oz.)
Recording	Records digitally to PC hard drive; 3 MB per hour (Client Call Recorder default WMA encoding)
PC Requirements	• Windows 7, Vista, XP, 2000 • Available USB Port • 1 GB Hard Drive space • 256 MB RAM P3 450 MHz or better
Power	Adapter included; 24V 200mA, Class II
Cables included	• USB Cable (A-B): 6 feet (1.8m) • Relay Cable: 6 feet (1.8m) 2.5mm plug to 2.5mm plug • Telephone Cable: 7 feet (2.1m) 6-conductor telephone line cord
Telephony	
Compatibility	**Meridian 1**: M2006, M2008, M2216, M2250, M2616, M3901, M3902, M3903, M3904, M3905 **Norstar/BCM**: M7100, M7208, M7310, M7324, T7100, T7208, T7316, T7316E, T7406
Bridge Tap	10 ft. (3m) Recommended maximum (if not series)
Digital Loop Connection	RJ12 series or bridging
Loop limit (from PBX/KSU)	3000 ft. (900m): Meridian 1 2600 ft. (800m): Norstar, Business Communications Manager
Analog Audio Output	
Connection	3.5mm audio jack
Level	0dBm or -12dBm output 600 ohms
Relay Outputs (Two Provided)	
Function	Ring, In-Use (Off-Hook), Message Waiting, Active Recording, or Page (software configurable)
Connection	2.5mm audio jack
Voltage	Max 30V SELV
Current	Max 50mA non-inductive
Regulatory	
Requirements Met	FCC 47 CFR Part 15/B, CSA (USA and Canada), CE, Industry Canada

4105 Analog AuxBox

The 4105 Analog AuxBox offers a seamless digital call recording solution for analog telephone lines. Because the 4105 monitors the telephone line instead of a specific telephone, any calls originating from, or answered by, extension telephones will also be recorded, including outbound dialed number and Caller Line ID messages.

Package Contents

- 4105 Analog AuxBox
- User Guide (this guide)
- Client Call Recorder Software CD
- Telephone line cord
- USB cable
- Relay Cord

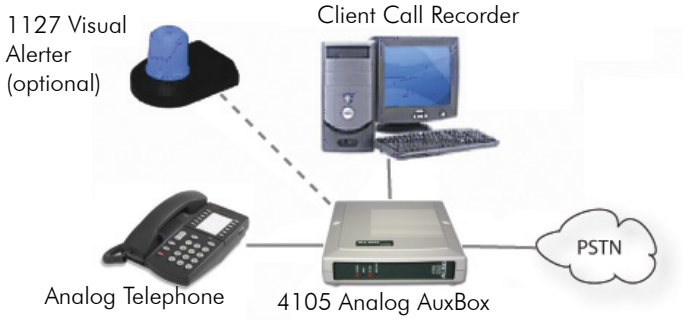
Installation

1. Disconnect your telephone line cord from the wall jack and connect to either one of the RJ11 telephone jacks on the 4105 Analog AuxBox. Using the supplied telephone line cord, connect the second RJ11 telephone jack on the AuxBox to your telephone wall jack.
2. Ensure that your analog telephone is operational. This provides power to the 4105 as well.

Connecting to your PC USB Port

3. Connect the USB cable to your PC and to the 4105.
4. The first time you connect the 4105, Windows should advise "New hardware Found" and proceed to load the necessary drivers. Windows should install up to three sets of drivers. USB Composite Device, USB Audio Device, and Human Interface Device (HID).
5. For each, select the recommended driver by clicking the Next and Finish buttons as appropriate. You may be prompted for your Windows CD during this process. Note that on many computers these files are also stored in C:\WINDOWS\OPTIONS\CABS. Ask your System Administrator if you have any difficulties.
6. The lights on the front panel indicate whether the hardware installation was successful. The Power light will be winking to indicate communication with the PC USB port.
7. Lift the telephone handset (or go off-hook with the speakerphone or headset) to turn on the In-Use light on the front panel of the 4105 Analog AuxBox. This indicates that the unit is working properly.

Connection Diagram



Front Panel Lights

Power - Winking indicates USB connection; On solid indicates device is powered but no USB activity has been detected.

Ring - Ring has been detected on telephone when light is on

In-Use - Phone is in-use (on handset, headset, or hands-free) when light is on

Msg Wait - Message Waiting has been detected on telephone when light is on

Back Panel

USB - Connect to USB port of PC; Provides connectivity to Algo Recording Software

Relay - 2.5mm mono jack supplying dry contact closure output

RJ11 Jacks - Connect analog telephone in series using line in/line out configuration OR in parallel using either jack

Fax and Credit Card Authorization Machines

If the analog telephone line you are recording is also used by a fax machine or credit card authorization machine, then you probably don't want to record these calls. In fact, recording the credit card authorization machine may present security concerns.

If you are using the Manual Save mode, this does not represent a problem, but if you are using Automatic Save, then you have an option to limit or prevent these special calls from being recorded.

Using the Filter Calls Function

The credit card authorization machine will always dial the same telephone number, so by entering this number into the Filter Calls list (see "Filter Calls" on page 28) these calls will not be recorded. You can verify this by watching the Client Call Recorder telephone status or system tray icons to ensure they do not flash during these calls.

If your fax machine is frequently dialing the same number or receiving calls frequently with the same Caller ID string, then these numbers or strings may also be placed in the Filter Calls list.

VoIP/Analog/Digital Telephones

Instead of traditional analog telephone service from your telephone company, it is becoming more common to subscribe to alternate services such as a telephone gateway from your cable provider.

These products have various names but if the service involves using your traditional telephone plugged into a RJ11 port on a box that connects to your high speed internet connection, then you may still use Client Call Recorder.

However, if your service requires the purchase of a telephone that plugs directly into a LAN jack or USB port, then Client Call Recorder will not work with your service.

The 4105 Analog AuxBox is described as an analog telephone recorder, meaning it records calls that are sent in analog format from your telephone. This telephone technology has been in use for the last 100 years. Your home or small business telephone itself may be digital between a base station and handset, or may offer digital answering technology, but if it uses a RJ11 jack and it connects directly to your telephone line, it is an analog telephone in terms of transmission and is compatible with the 4105.

4105 Specifications

General	
Dimensions	12 x 9.7 x 2.7cm (4.7 x 3.8 x 1.1")
Weight	120g (4.2 oz.)
Recording	Records digitally to PC hard drive; 3 MB per hour (Client Call Recorder default WMA encoding)
PC Requirements	• Windows 7, Vista, XP, 2000 • Available USB Port • 1 GB Hard Drive space • 256 MB RAM P3 450 MHz or better
Power	USB Powered Device (<100 mA). No separate power supply required.
Cables included:	• USB Cable (A-B): 6 feet (1.8m) • Relay Cable: 6 feet (1.8m) 2.5mm plug to 2.5mm plug • Telephone Cable: 7 feet (2.1m) 6-conductor telephone line cord
Telephony	
Caller ID (CLID) Support	Telcordia GR-30-CORE and BT SIN 242
Message Waiting	Lamp Pulse, Stentor ID-008 and BR SIN 242
Longitudinal Balance	60 dB minimum
Input Impedance	>1MOhm
Relay Output	
Function	Ring, In-Use (Off-Hook), Message Waiting, and Active Recording
Connection	2.5mm audio jack
Voltage	Max 30V SELV
Current	Max 50mA non-inductive
Regulatory	
Requirements Met	FCC, CSA (USA and Canada), CE, Industry Canada, 47 CFR Part 68.

5006 Centrex AuxBox

The 5006 Centrex AuxBox offers a seamless digital call recording solution for any Meridian Digital Centrex[1] (MDC) telephone. An analog audio output is also provided for applications requiring an analog audio interface.

Package Contents

- 5006 Centrex Analog AuxBox
- User Guide (this guide)
- Client Call Recorder Software CD
- Telephone line cord
- USB cable
- Relay Cord

Installation

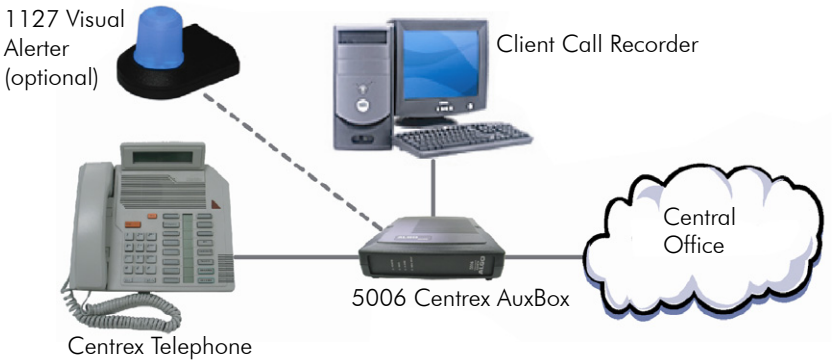
1. Disconnect your telephone line cord from the wall jack and connect to either one of the RJ12 telephone jacks on the 5006 Centrex AuxBox. Using the supplied telephone line cord, connect the second RJ12 telephone jack on the AuxBox to your telephone wall jack.
2. Ensure that your Centrex telephone is operational. This may take a few minutes depending on your telephone system.
   - OR -
3. The 5006 may be installed in a bridging configuration using either RJ12 jack. Maximum recommended cord length is 10 feet (3m).

Connecting to your PC USB Port

4. Connect the USB cable to your PC and to the 5006 Centrex AuxBox.
5. Plug in the power supply.
6. The first time you connect the 5006, Windows should advise “New hardware Found” and proceed to load the necessary drivers. Windows should install up to three sets of drivers. USB Composite Device, USB Audio Device, and Human Interface Device (HID).
7. For each, select the recommended driver by clicking the Next and Finish buttons as appropriate. You may be prompted for your Windows CD during this process. Note that on many computers these files are also stored in C:\WINDOWS\OPTIONS\CABS. Ask your System Administrator if you have any difficulties.
8. The lights on the front panel indicate whether the hardware installation was successful. The Power light will be winking to indicate communication with the PC USB port.
9. Lift the telephone handset (or go off-hook with the speakerphone or headset) to turn on the In-Use light on the front panel of the 5006 Centrex AuxBox. This indicates that the unit is working properly.

1. Digital Centrex refers to an 8 kHz digital signaling technology known as P-Phone, Meridian Business Service (MBS), Meridian Digital Centrex (MDC), and other regional names.

Connection Diagram



Front Panel Lights

Power - Winking indicates USB connection; On solid indicates device is powered but no USB activity has been detected.

Ring - Ring has been detected on telephone when light is on

In-Use - Phone is in-use (on handset, headset, or hands-free) when light is on

Msg Wait - Message Waiting has been detected on telephone when light is on. Note: Software configuration is required to enable Message Waiting notification (refer to "AuxBox Relay" on page 31).

Back Panel

USB - Connect to USB port of PC; Provides connectivity to Algo Recording Software

Power - (24Vdc 0.2A) - Connect power adapter supplied with the unit

Relay 1 / Relay 2 - 2.5mm mono jack supplying dry contact closure outputs

Audio - 3.5 mono jack providing analog audio output

RJ12 Jacks - Connect Centrex telephone in series using line in/line out configuration OR connect either jack to wire pair carrying digital signal

5006 Specifications

General	
Dimensions	12 x 9.7 x 2.7cm (4.7 x 3.8 x 1.1”)
Weight	120g (4.2 oz.)
Recording	Records digitally to PC hard drive; 3 MB per hour (Client Call Recorder default WMA encoding)
PC Requirements	• Windows 7, Vista, XP, 2000 • Available USB Port • 1 GB Hard Drive space • 256 MB RAM P3 450 MHz or better
Power	Adapter included; 24V 200mA, Class II
Cables included	• USB Cable (A-B): 6 feet (1.8m) • Relay Cable: 6 feet (1.8m) 2.5mm plug to 2.5mm plug • Telephone Cable: 7 feet (2.1m) 6-conductor telephone line cord
Telephony	
Compatibility	M5008, M5208, M5209, M5212, M5216, M5312, M5316, M6310, M6320, M622 Add-on Module
Bridge Tap	10 ft. (3m) Recommended maximum (if not series)
Digital Loop Connection	RJ12 series or bridging
Analog Audio Output	
Connection	3.5mm audio jack
Level	0dBm or -12dBm output 600 ohms
Relay Outputs (Two Provided)	
Function	Activated by Ring, Message Waiting, In-Use (Off-Hook), Active Recording, or Page (software configurable)
Connection	2.5mm audio jack
Voltage	Max 30V SELV
Current	Max 50mA non-inductive
Regulatory	
Requirements Met	FCC 47 CFR Part 15/B, CSA (USA and Canada), CE, Industry Canada

AuxBox Hardware Warranty and Repair

Each Algo AuxBox hardware module is warranted to be free of defects in material and workmanship for a period of 18 months from the date of manufacture. A label on the bottom of the AuxBox unit identifies the manufacturing code in the year and week format (0920YYXXXX for the twentieth week of 2009).

If you need to return the product for repair, please contact Algo Communication Products Ltd for a Return Merchandise Authorization (RMA) number and instructions prior to shipment. All products returned for repair should be shipped freight prepaid with the RMA# clearly visible on the package. Products will be returned freight collect for out-of-warranty repairs or returned prepaid for warranty repairs in Canada or the USA.

In North America, ship product for repair with RMA# to:

Algo Communication Products Ltd.
Repair Centre
4500 Beedie Street
Burnaby, BC
Canada, V5J 5L2

Outside of North America, please contact Algo for the name of the nearest repair centre.

Technical Support

Support and Software Updates

Support Contacts and Resources

Client Call Recorder support is available from the supplier that you purchased the product from, or by contacting Algo directly:

Support Hours: 7am to 4pm PT
support@algosolutions.com
Toll-free: 1-877-884-2546 (Canada and USA only)
Tel: (604) 454-3792
Fax: (604) 437-5726

You can also access resources on the Algo website (www.algosolutions.com/supportcenter) where you will find a Knowledge Base section, Application Notes, the latest version of this guide, software updates, and other information.

If you experience any trouble installing or using Client Call Recorder, we are certainly interested in hearing about it and hope that you will let us know.

Product Registration

Visit the Algo Website

By registering your product on the Algo website, you provide us a way to expedite warranty service and contact you regarding any critical software updates or support notices affecting your product. All information is considered strictly confidential and is not sold or used for any other purpose.

www.algosolutions.com/ccr-register

Appendix

Legality of Call Recording

Country and Regional Laws Govern

The legality of recording calls depends on where you live or work. Usually calls may be recorded legally either by single-party or two-party consent.

This means it is often illegal for you to record calls between two other parties if neither party knows that the call is being recorded. In Canada, a recording is generally legal if at least one party on the call knows the call is being recorded. In the USA, this varies from State to State.

Legal Advice

Algo does not advise on the legality of recording nor take responsibility for regulations that vary by location and may change with time. Information abounds on the internet from multiple sources and several websites (such as www.rcfp.org/taping) offer up-to-date information by location and include legislative language for your area. It's also a good idea to consult your lawyer.

A Helpful Precaution: Ask Permission!

If legality is a concern, or two-party consent is required, then we recommend manually saving your calls. At any moment during a call, you can notify the other party that you wish to record the conversation and ask for their permission. If they comply, you can then press the Save Hot Key which will tell Client Call Recorder to save the entire conversation.

Firewall Issues

Client Call Recorder processes employ TCP/IP (Internet) technology to communicate with each other. Although this communication only occurs within the computer/machine boundary, some third party firewall software might inaccurately flag that these processes want to access the internet. In these cases, simply allow these processes:

- ECCR_Admin.exe
- ECCR_Agent.exe
- ECCR_CallSentry.exe
- ECCR_4102Recorder.exe
- ECCR_4105Recorder.exe
- ECCR_5006Recorder.exe
- ECCR_GenRecorder.exe
- ECCR_Server.exe

When prompted, allow these programs to have internet access and check, "Do not ask again" or "Remember this setting" to store this configuration.

If you ARE prompted to allow the above processes by your firewall software, we would appreciate knowing about it (including firewall software version and Operating System).

Optional AuxBox Enhancement Products

Enterprise Call Recorder

Multi-user enterprise level call recorder software that offers supervisor monitoring and centralized multi-channel call recording capability for Algo's suite of hardware interface products for Nortel digital (Norstar/BCM/ Meridian 1/ CS 1000), analog, and MDC Centrex technologies.This product expands on the feature set of the Client Call Recorder and is ideally suited for a networked environment. For more information, please visit www.algosolutions.com/ecr

4210 ECR Shelf System

The 4210 Shelf and 4102R Digital Line Card are designed for equipment or server room installations of the multi-user Enterprise Call Recorder software. Ideal for small call centers, the ECR Shelf System provides a robust and easy to integrate call recording solution for up to 32 users. For more information, please visit www.algosolutions.com/4210

1127P Visual Alerter

A desktop or mountable visual indicator for message waiting, in-use or ring. Designed to be visible from all angles. Available in red, green, or blue. For more information, please visit www.algosolutions.com/1127

1126P Strobe Light

A highly visible strobe light indicator available with clear, red, amber, or blue lens. For more information, please visit www.algosolutions.com/1126

1825P Duet Plus

Multi-application loud ringer and paging amplifier for business telephone systems in an office or industrial environment. For more information, please visit www.algosolutions.com/1825

1185 Horn Speaker

Weatherproof, 8 Ohm horn speaker can be used to significantly increase the volume of the 1825P Duet Plus Ringer. For more information, please visit www.algosolutions.com/1185

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